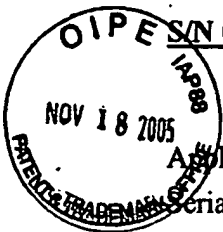


**EXPEDITED PROCEDURE – EXAMINING GROUP 3639**



**S/N 09/379,385**

**PATENT**

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

**Applicant:** Richard Ney et al.

**Examiner:** Thomas A. Dixon

**Serial No.:** 09/379,385

**Group Art Unit:** 3639

**Filed:** August 23, 1999

**Docket No.:** 2046.087US1

**Title:** METHOD AND PROCESS FOR ACCUMULATING AND SUMMARIZING  
DATA FOR DEFINED TIME INTERVALS WITHIN A CUSTOMER  
INTERACTION SYSTEM

**AMENDMENT & RESPONSE UNDER 37 C.F.R. 1.116**

Mail Stop AF  
Commissioner for Patents  
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Alexandria, VA 22313-1450

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In response to the Final Office Action mailed September 14, 2005 and the Interview on  
November 9, 2005, please amend the application as follows: